

CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to share the feedback received after each CNZ event and to comment on what changes, if any, they plan to make to events for the following seasons. We hope that this is the first step in improving communication with players/managers and that it will lead to a better tournament experience for all. Next season, we aim to return these feedback forms to you within 5-6 weeks after the event finishes.

Event: South Island GC Champs

Venue: St. Martins

Manager: Tony O'Donnell

The table below shows the feedback scores for each question together with how this compares to the average for CNZ events this season. Items highlighted in blue indicate the lowest rating for any event and those highlighted in yellow indicate the highest rating for any event.

SI GC								
St. Martins								All Events
Tony O'Donnell	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location			1	3	1	5	4.00	4.12
Cost of Travel		1	0	2	2	5	4.00	3.75
Cost of Accommodation			1	1	3	5	4.40	4.05
Format	1	0	0	3	2	6	3.83	4.02
Quality of Opposition			1	3	2	6	4.17	4.39
Number of Games				4	2	6	4.33	4.13
Manager				3	3	6	4.50	4.47
Lawns			3	2	1	6	3.67	4.09
Hoop Setting			1	4	1	6	4.00	4.20
Refereeing			1	2	3	6	4.33	4.10
Clubrooms				4	2	6	4.33	4.46
Clubhouse Fee	1		1	3	1	6	3.50	3.90
Catering			2	2	2	6	4.00	3.99
Total	2	1	11	36	25	75	4.08	4.13

Response to feedback

1. Comment was made that there was very little local support for this event.
Action: CNZ to plan to hold the event north of Canterbury next season.
2. One player had hoped that even with only 2 entries that the doubles would have been played.
Action: CNZ Tournament Committee to review when events are cancelled due to low numbers.
3. One player wrote "We now know that the fee is not charged by the club, but by the Association running the competition."
Action: None – this statement is only true in Canterbury. In most other locations, it is the individual club that chooses what amount of clubhouse fee to charge.
4. One player strongly disliked the format.
Action: CNZ to investigate whether surveymonkey can be forced to ask for written comment when anything below OK is selected. There was no explanation why the format was disliked. With 7 entries, a double round robin provides every player with 6 games each day and is the fairest possible format. CNZ aims to provide 6-7 games per player per day in weekend GC events.

If you would like to provide further feedback in order to help future events, please email croquet@croquet.org.nz

Jake Inwood

CNZ Executive Director